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The conclusion of the ~~summary~~ of this attempt at customer involvement, among others, was stated as follows: "While this was a small-scale effort, the inference was clear that customer participation in deciding upon system content is neither articulate nor particularly motivated in many instances." Analyst response to the only two substantive queries relating to subject control was disappointing. 8 Here indeed was a continuing concern of OCR —and a chronic problem —to establish a meaningful dialogue with the users of its resources. The effort was to be repeated through the years in a variety of ways and with mixed results. repeated